
Regional Communications Shift Supervisor - NETCOM

Pay Range: **22.44**

FLSA: **Non-exempt**

Department: **Police Department**

of Openings: **1**

Description

Application Process:

- **Deadline to Apply: March 25, 2022 at 5:00 p.m.**
- All candidates interested in applying must complete an online application (<https://www.cityofkeller.com/services/human-resources/employment>), even if attaching a cover letter and resume.
- All applicants **must** successfully complete the following:
 - CritiCall Testing (to be scheduled on an ongoing basis). Preparation Guide and Practice Tests are available at <https://critical911.com/dispatcher-testing/applicants>. Candidates must achieve a minimum passing score to be considered for employment.
 - After a passing CritiCall score, the applicant will be given a PHS/link to complete and return. The document must be notarized with all supporting documentation attached.
 - Preliminary Interview including Personal History Statement review
 - Interview Board
 - Following a conditional job offer, pre-employment requirements include but are not limited to:
 - Background Investigation (includes, but not limited to Polygraph, Psychological, Medical (Fit for Duty Physical) w/Drug Screen)
 - Interview with Chief of Police
 - Credit Check
 - Job related hiring documents, if selected for employment.
- Expected duration of process: approximately 6-8 weeks after the posting announcement close date
- Re-application period: unless advised of an ineligibility to meet hiring / TCOLE licensing requirements, candidates are welcome to apply for any currently posted job opportunity.

The City of Keller is an **Equal Opportunity Employer**. If you need an accommodation, please call the Human Resources Department at 817-743-4040. For all other inquiries, please contact Sergeant Darrell Potts at 817-743-4543 or dpotts@cityofkeller.com.

JOB SUMMARY:

Under general direction of the Police Chief and/or their designee, the Regional Communications Shift Supervisor assists with the leadership, supervision, and management of dispatch personnel and department resources for the successful operation of communication services. Incumbent must be able to perform all duties of a dispatcher and serve in those roles when necessary.

ESSENTIAL JOB FUNCTIONS:

1. Arrive at work every day in good physical and mental condition, and be at your station prepared to work on time at the beginning of the shift.
2. Maintain positive attitude and promote the department's mission and values philosophy.
3. Supervise and manage all functions of dispatchers and communications on shift.
4. Coordinate schedules, training, payroll, and work assignments of a dispatch shift group.
5. Perform the duties and responsibilities of a Regional Dispatcher and fill-in where necessary for breaks and heavy workloads.
6. Advanced knowledge of phone and technology systems in dispatch, including alarms.
7. Advanced knowledge of 911 systems and supplemental information technology.
8. Advanced knowledge of CAD Computer Aided Dispatch, reports, and technology.
9. Advanced knowledge of Radio Systems, channel selection, and usage
10. Advanced knowledge of NLETS/TLETS usage, rules and regulations, security, and operating procedures.
11. Advanced knowledge of back-up procedures and locations for Dispatch.
12. Advanced knowledge of procedures for emergency preparedness (weather, mass casualty, media, large events, etc.)
13. Ensure that Communications provides efficient and professional customer service via telephone and radio communications by daily observation and regular Quality Assurance (QA) checks.
14. Exhibit knowledge of Detention Center/Jail functions, security cameras, and security door locks. Assist with electronic transfer of data between dispatch and jail for booking purposes. Assist with back-up procedures for monetary transactions if needed.
15. Assist department Terminal Agency Coordinator (TAC) and Communication Manager with validations, audits, inspections, etc.
16. Serve as Communications Training Officer (CTO) and maintain proficiency as needed.
17. Perform employee evaluations and assist with the evaluation process.

OTHER JOB FUNCTIONS:

1. Promote the designated organizational culture of E to the 4th power in actions, behavior and performance of duties. All relationships internal and external will be based on Empathy, Edification, Enthusiasm, and Excellence, which is consistent with the E to the 4th power Annual Performance Evaluation.

2. Attend training classes as appropriate to maintain certification or improve operations or efficiency of the Communications division.
3. Perform other duties as assigned or directed by the Regional Communications Manager.
4. Assist in the testing process for Regional public safety dispatchers in conjunction with the Human Resources Department.

MINIMUM QUALIFICATIONS:

1. High school diploma or a GED equivalent.
2. Valid Texas Driver's License and a safe driving record.
3. Ability to pass a Vision Test with correctable vision of 20/30
4. Ability to pass an Audiogram Test.
5. Ability to type 25 words per minute.
6. Must have three (3) years of experience in dispatch, preferably in a multi-person multi-function dispatch facility with call taking and dispatch functions.
7. Must meet all requirements for Regional Public Safety Dispatcher.
8. Certified Training Officer (CTO) training and/or experience preferred.
9. CPR and/or Emergency Medical Dispatch experience, certification preferred.
10. Fire Communications Dispatch experience, certification preferred.
11. Capacity to multi-task and coordinate team tactics at the same time.
12. Ability to think and act quickly, accurately, and calmly in emergency situations.
13. Ability to communicate clearly and precisely using good diction and a well-modulated voice.
14. Ability to enter accurate data and reports clearly and efficiently.
15. Ability to work in a team environment with co-workers, and the public.
16. Ability to establish and maintain positive working relationships with supervisors.
17. Capacity to effectively deal with diverse groups of people without causing hostility and stress.
18. Knowledge of City Ordinances, Local, State, and Federal Laws.
19. Must be familiar with Microsoft Windows environment.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed in a climate-controlled office with minimal exposure to outdoor weather conditions. Position requires shift work, including nights, weekends, or holidays. Occasional overtime or schedule flexing may be required.

While performing the duties of this job, the employee is constantly required to sit for long periods of time, read a computer screen or documents, perform data entry, stand, walk, grasp, reach, feel, see, read, write, talk, hear/listen to conversational tones and decipher conversation in a noisy and distracting environment. The employee is occasionally required to lift, push, pull, and/or carry up to thirty-five (35) pounds.

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